

GRACE ELEANOR KIM

gekim@cougarnet.uh.edu

EDUCATION

University of Houston Anticipated Completion: May 2027
Ph.D. Hospitality Administration, Conrad N. Hilton Global Hospitality Leadership College

University of Houston May 2024
M.S. Hospitality Management, Conrad N. Hilton Global Hospitality Leadership College

Completed Coursework: Statistical Analysis in Hospitality, Services Management in Hospitality, Colloquium, Global Hospitality Leadership: Asian Community, Business Analytics, Hospitality Management Strategies, Graduate Directed Practicum, Hospitality Research Proposal, Methods of Research in the Hospitality Industry, Hospitality Marketing Analysis, Wine Appreciation, Hospitality Financial Assets. GPA: 4.0

University of Houston May 2024
B.S. College of Liberal Arts and Social Sciences
Major: Psychology
Minor: Health

PRESENTATIONS

Graduate Student Conference 2024
Poster: *Development and Validation of the Supervisor Support in Sexual Harassment Experience (SHE) Scale*
Advisor: Dr. Dustin Maneethai

Global ESG Conference 2024
Presentation: *Unseen Forces: Understanding the Influence of Moral Emotions on Sexual Harassment*
Advisor: Dr. Dustin Maneethai

HONORS & AWARDS

Award for Outstanding Service Sigma Phi Omega	2018
Smoothie King Corporate Management Training and Certificate	2019
ServSafe Food Safety Manager Certification	2017, 2022
Award for excellence in operational standards Smoothie King	2017, 2021, 2022
Award for three 1 million same-store sales stores in King's Club	2022, 2023
Advanced Microsoft Excel Certification	2023
QPR Suicide Prevention Gatekeeper Certificate	2023
COMPASS Sexual Misconduct Navigator Certificate	2023
Texas Alcoholic Beverage Commission Certificate	2024

Alumni Association Award for Academic Excellence	2024
Graduate Dean's Award	2024

GRANTS

Cullen Graduate Fellowship Travel Grant (\$500)	2023
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LEADERSHIP & OUTREACH

Graduate Student Association, <i>President</i>	2023 – Present
<i>Community Involvement Coordinator</i>	2022 – 2023
Eta Sigma Delta Honors Society Student Chapter	2023 – Present
Jed Foundation, <i>Campus Leader</i>	2023 – Present
University of Houston Women and Gender Resource Center, <i>COMPASS Sexual Misconduct Navigator</i>	2023 – Present
University of Houston Counseling and Psychological Services, <i>QPR Suicide Prevention Gatekeeper</i>	2023 – Present
University of Houston Wellness Center, <i>Step UP! Student Advocate</i>	2023 – Present
National Alliance on Mental Health of Greater Houston	2022 – Present
Texas Restaurant Association Cougar Chapter	2023 – 2024
University of Houston Alumni Book Club, <i>Discussion Leader</i>	2021 – 2022
Houston Food Bank, <i>Apple Corps Leader</i>	2021 – 2022
Sigma Phi Omega Cougar Chapter, <i>Service Chair</i>	2018 – 2019

PROFESSIONAL EXPERIENCE

Smoothie King, Shanti Group, LLC.	Houston, Texas
<i>Operations Manager, 15 Locations in the Houston Territory</i>	May 2023 – August 2024
<ul style="list-style-type: none"> • Led teams across multiple locations, showcasing exemplary leadership and mentoring skills in the Houston Heights, Atascocita, Tomball, Spring, Pasadena, Deer Park, Wallisville, Baytown, Greenspoint, Dayton, Mont Belvieu, and Texas City. • Constructed plans for new-store openings, hiring and retention decisions, payroll, employee management, contributing to the expansion and growth of the organization. • Conducted monthly regional and general manager meetings with franchisees, facilitating communication and alignment on the organization's business objectives. • Led the transition of new ownership and management of 7 acquired stores. • Led the training of new store openings in Mont Belvieu, Spring, Texas City and Dayton. 	

Smoothie King, Blending Management, LLC.	Houston, Texas
<i>Regional Manager, 6 Locations in the Houston Territory</i>	August 2022 – May 2023
<ul style="list-style-type: none"> • Led successful General-Management training in serve-to-inspire and PRIME auditing for locations in Greenspoint, Humble, Baytown, Mont Belvieu, Pasadena and Houston Heights. • Overturned three underperforming stores to over \$800K same-store sales. • Transitioned all stores in Data Central Inventory, Scheduling, Forecasting, and COGS Analysis, enhancing the team's capability in data-driven management. 	

Smoothie King, Blending Management, LLC.

Humble, Texas

General and District Manager

December 2015 – August 2022

- Improved same-store sales of the Atascocita location from \$300K to \$700K in management tenure.
- Recognized for creating a successful work culture, upselling practices, and team member engagement in the Houston territory in 2017, 2021, and 2022.
- Recognized as the first manager to receive full marks on the corporate management training exam in 2019.
- Received ServSafe Food Safety Handlers and Managers Certificate in 2017 and 2022.